

Get free help from a personal taxpayer advocate,
who will be your voice at the IRS.

The Taxpayer Advocate Service

Your Voice at the IRS

TAS is an independent organization within the IRS. Our service is free, confidential, and tailored to meet your needs.

What can I expect from the Taxpayer Advocate Service?

If you qualify, you will receive personalized service from a knowledgeable advocate who will:

- Listen to your problem;
- Help you understand what needs to be done to resolve it; and
- Stay with you every step of the way until your problem is resolved.



Who qualifies for Taxpayer Advocate Service assistance?

If you have tried to resolve a tax problem with the IRS and are still experiencing delays or are facing financial difficulty or significant cost, you may request the assistance of the Taxpayer Advocate Service. Our service is free, confidential, tailored to meet your needs, and available to businesses as well as individuals. You may be eligible for assistance if:

- You are experiencing financial difficulty or significant cost (including fees for professional representation);
- You have experienced a delay by the IRS of more than 30 days in resolving your tax issue; or
- You have tried to resolve your tax problem through normal IRS channels and have gotten nowhere, or you believe an IRS procedure just isn't working as it should.

How do I reach a Taxpayer Advocate?

There is at least one Local Taxpayer Advocate in each state, the District of Columbia, and Puerto Rico. Go to www.irs.gov/advocate or check your local phone directory for the Taxpayer Advocate Service office nearest you. You can also:

- Call the TAS toll free case intake line at **1-877-ASKTAS1 (1-877-275-8271)** for help in English Spanish, French, and other languages;
- Call **1-800-829-4059** for TTY/TDD help;
- File Form 911, Request For Taxpayer Advocate Service Assistance (And Application for Taxpayer Assistance Order) with the Taxpayer Advocate Service; or
- Request that an IRS employee complete a Form 911 on your behalf (in person or over the phone).

How else does the Taxpayer Advocate Service help taxpayers?

- **Systemic Advocacy (SA):** SA works to repair the larger, systemic flaws that cause trouble for taxpayers and IRS employees alike. Go to www.irs.gov/advocate and click on the link "What Is Systemic Advocacy?"
- **Low Income Taxpayer Clinics (LITC):** LITCs represent low income taxpayers before the Internal Revenue Service in audit, appeals, collection issues, and federal tax litigation for free or for a nominal charge. Go to the LITC pages on www.irs.gov/advocate or see IRS Publication 4134, Low Income Taxpayer Clinic List.
- **Taxpayer Advocacy Panel (TAP):** The Taxpayer Advocacy Panel listens to taxpayers, identifies taxpayers' issues and makes suggestions for improving IRS service and customer satisfaction. Go to www.improveirs.org or call 1-888-912-1227.

Taxpayer Rights

What rights do I have in all dealings with the IRS?

- Privacy and confidentiality ■ Professional and courteous service ■ Representation
- Payment of only the correct amount of tax ■ Appeals and judicial review
- Relief from certain penalties and interest ■ Help with unresolved tax problems

For more information about your tax rights and responsibilities, visit our online Tax Toolkit at www.taxtoolkit.irs.gov. For more information about TAS, visit us on YouTube, Facebook, and Twitter at www.YouTube.com/TASNTA, www.Facebook.com/YourVoiceAtIRS, and www.Twitter.com/YourVoiceAtIRS.